

RETURNS POLICY

You can get in touch with us by visiting our Contact us page by clicking [here](#). We will respond within the next working day – Monday to Friday, 10AM – 6:30PM. Please be aware that all our e-mails are conducted in English.

Nothing in this returns policy affects your statutory rights. Your rights under this returns policy are in addition to your rights under the Danish Consumer Contracts Act, implementing Directive 2011/83/EU of 25 October 2011.

RETURNS

You can, within 30 (THIRTY) days of receiving a product ordered from www.uniqlo.com ("Site"), return any product that you are not completely happy with. We do not accept returns of underwear or swimwear which are not in their original packaging unless they are faulty. This is for hygiene reasons.

Once you decide to return any product you must not use it and must take good care of it whilst it remains in your possession. The Product must be returned to us undamaged and in the same state in which it was sold to you. Please note that the product must also be returned with the barcode tags intact.

RETURNING PRODUCTS TO A STORE

Online purchases delivered outside the following countries (UK, France, Spain and Germany) cannot be returned to any physical store for a refund or an exchange.

RETURNING PRODUCTS BY POST (PLEASE NOTE: THIS IS ONLY APPLICABLE TO ONLINE PURCHASES)

If you wish to return an online purchase via post, please follow the instructions outlined below. Please note we do not offer pre-paid postal returns.

- Complete the returns note and enclose it with your Product(s).
- Ensure the product(s) is in a securely wrapped parcel. Complete and place the returns address label provided on the parcel.
- The returns address is: UNIQLO, Arvato distribution GmbH, Schleefstraße 1a, 44287, Dortmund, GERMANY.
- Take the parcel (with the enclosed returns note) to a Post Office or courier. Ask the Post Office or courier for your proof of posting certificate. The clerk will stamp the proof of posting on dispatch

and you should retain this until you receive your refund. Regrettably we can only provide a refund for a lost return once we have been provided with a proof of posting certificate.

- Please remember to complete the returns note with your returned products.

It is your responsibility to keep all return receipts, making a shipment by registered mail or by any other means necessary to enable a precise proof of the sending date

WHEN DO I GET REFUND ONCE I HAVE RETURNED AN ITEM?

Please note we will refund you without undue delay and at the latest 14 (FOURTEEN) calendar days from the date on which we received the notice that you wanted to return the product(s). However, we are entitled to withhold payment until the product(s) has been returned to the specified address (please see above). Any refunds made by us will be made to the method of payment provided when you placed your order and will be subject to Uniqlo right to withhold amounts for products which are found damaged on return. You will be refunded the amount you paid for the product(s) returned excluding any delivery charges related to the return (if appropriate). In other words, we will refund you the cost of the Products but not your delivery charges.

PROMOTION AND DISCOUNT CODES

If you decide to return an order that has been purchased with a discount code applied, the amount refunded might be subject to the minimum spend of the discount code. This means that if the items returned bring the remaining total below the minimum spend of the discount code then the discounted amount will be deducted from the refund. For example, a 10€ discount (with a minimum threshold spend of 60€ – excluding the delivery charge) will be removed if the returned product(s) brings the total order value below 60€.

Returning an order with a free postage discount (which has not been provided as a code) will not affect the refund value.

CANCELLATION RIGHTS FOR DK CUSTOMERS

You have a right to cancel a contract at any time within 14 (FOURTEEN) calendar days, beginning on the day after you received the product(s) without giving a reason. In this case, you will receive a full refund of the price paid for the product in accordance with our Returns Policy.

The cancellation period will expire after 14 (FOURTEEN) calendar days from the day on which

you or a third party (of your consent) acquires physical possession of the product(s).

To exercise your rights to cancel a contract, you may use the model cancellation form available [here](#), but it is not obligatory. You can also inform us electronically by visiting our [Contact us](#) page and completing the web form (please choose the topic RETURNS – I wish to cancel my contract). If you use this option, we will provide an acknowledgement of receipt of such a cancellation on a durable medium (e.g. by email) without delay.

You can also inform us at *UNIQLO EUROPE, 6th Floor, 1 Kingsway, London, WC2B 6AN* of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email) within 14 (FOURTEEN) calendar days from when you are in receipt of your order.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

EFFECTS OF CANCELLATION

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

We will make a deduction from the reimbursement for loss in value of any product(s) supplied, if the loss is the result of unnecessary handling by you.

We will make the reimbursement without undue delay, and not later than:

- 14 (FOURTEEN) days after the day on which we are informed about your decision to cancel the contract,
- this delay can be postponed until the day we receive back from you any product(s) supplied or (if earlier) until you provide evidence that you have returned the product(s).

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur fees as a result of the reimbursement.

We may withhold reimbursement until we have received the product(s) back or you have supplied evidence of having sent back the product(s), whichever is the earliest.

You shall send back the product(s) or hand them over to us at UNIQLO, Arvato distribution GmbH, Schleefstraße 1a, 44287, Dortmund, GERMANY, without undue delay and in any event

not later than 14 (FOURTEEN) days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the products before the period of 14 (FOURTEEN) days has expired. It is not possible to return products to our stores if you wish to cancel your contract.

You will have to bear the direct cost of returning the product(s).

You have a legal obligation to take reasonable care of the product(s) while it is in your possession. If you fail to comply with this obligation, we may have a right of action against you for compensation. You are only liable for any diminished value of the product(s) resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the product(s).

In the interests of hygiene, you will not have any right to cancel a contract for the supply of any of the following products which are not in their original packaging unless they are faulty (this is for hygiene reasons):

- Underwear (men and women)
- Swimwear (men and women)

Or additionally products which by their nature cannot be returned or are liable to deteriorate or expire rapidly, unless the product is faulty.

Details of this statutory right to cancel, and an explanation of how to exercise it, are provided in the dispatch confirmation email.

DEFECTIVE PRODUCTS

If you are unhappy with any of your purchases and feel it may be defective due to a manufacturing fault, please do get in contact with us through our contact form (select topic: PRODUCT RECEIVED – my item is faulty). Please do provide as much information as possible concerning the product and the order.

If you are a consumer and return a defective Product to us (which must be by post) you have the right to choose between i) having the defect remedied, ii) getting a replacement delivery, iii) getting a suitable reduction, or iv) cancelling the agreement (if the defect is not immaterial). However, if remedying the defect or replacing the delivery is not possible for UNIQLO, or entails disproportionate costs, these options are not available. If you choose to cancel the agreement, we will notify you of your refund via e-mail within a reasonable period of time. We will usually

process the refund due to you as soon as possible and, in any case within 30 days of the day we confirmed to you via email that you were entitled to a refund for the defective Product. The refund will be in full, including a refund of the delivery charges for sending the item to you and the cost incurred by you in returning the item to us.

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